

"Lending a Helping Hand to our Cash Aid Participants"



"DIRECT DEPOSIT"

Do your participants call you to say they are signed up for Direct Deposit but did not receive their benefits in their bank account?

Do your participants want to stop their Direct Deposit or change the depository account?

What do you do?

Participants with these types of issues shall NOT be referred to the Central Help Line or CalWORKs Program Staff.

Participants experiencing these issues shall be referred to the District's Direct Deposit Liaison. The Direct Deposit Liaison is responsible for following-up with the Auditor-Controller on questions about the participant's Direct Deposit issuances. The Direct Deposit Liaison may contact Maria Najara of the Auditor-Controller at (562) 940-2942. This number is NOT to be given to participants.

Participants wishing to cancel their Direct Deposit or change depository institutions must complete the PA 1675-3, Direct Deposit Cancellation. The PA 1675-3 is to be returned to the Auditor-Controller using the district locked bag process or via US Mail.

All correspondence with the Auditor-Controller must be sent to:

Direct Deposit Unit
Los Angeles County Auditor-Controller
PO Box 7000
Downey, CA 90241-9907



Again and again, the impossible problem is solved when we see that the problem is only a tough decision waiting to be made.

-- Robert H. Schuller, minister and author (b. 1926)

"EMERGENCY HOUSING VENDORS"

To ensure housing vendors are reimbursed in the appropriate amount for emergency housing for our GR participants, EWs must contact the vendor prior to initiating a voucher cancellation (partial or full). This step in the process could help prevent improper cancellations, vendor overpayments and overlapping voucher dates on replacements. For policy and procedures regarding the voucher cancellation process, refer to FML #4494 for the ABP 4026, dated 8/26/03 and FML #4495 for the PA 263, dated 8/18/03.

"AUTHORIZING AID FOR THE NEWBORN"

All County Letter No. 03-46, dated September 24, 2003, serves as a reminder of the importance of establishing or continuing Medi-Cal for eligible families. Concerns have been raised that newborns whose CalWORKs cash aid has not been approved are not able to access the necessary medical care to which they may be eligible. Effective immediately, verification will not be required prior to authorizing aid for the newborn when the parent(s) has already been determined to be CalWORKs eligible and the newborn is a mandatory included person. Workers may obtain the required information via the telephone in order to immediately authorize cash aid and Medi-Cal for the newborn pending receipt of necessary CalWORKs cash aid verification (e.g., birth certificate and CW 8A).

The name of our Division has been changed to the "CASH & NUTRITION PROGRAMS DIVISION" and the name of our Bureau (formerly "Bureau of Program, Policy, Research and Evaluation") has changed to the 'BUREAU OF PROGRAM AND POLICY,' under the leadership of Phil Ansell, our new Bureau Director. While the name has changed, our commitment to providing support services to you out on the line is "Business as Usual."

